



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header @ 5

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1698045

Procurement Type: Central Master Agreement

Vendor ID: VS0000049950

Legal Name: Optima Global Solutions, Inc.

Alias/DBA: Optima Global Solutions, Inc.

Total Bid: \$270,400.00

Response Date: 09/16/2025

Response Time: 15:53

Responded By User ID: OptimaGS

First Name: Melia

Last Name: Ingham

Email: mingham@optimags.com

Phone: 609-586-8811

SO Doc Code: CRFQ

SO Dept: 0802

SO Doc ID: DMV2600000001

Published Date: 9/10/25

Close Date: 9/18/25

Close Time: 13:30

Status: Closed

Solicitation Description: Mainframe Application Programmer
Technical Staffing Services

Total of Header Attachments: 5

Total of All Attachments: 5



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder: 1698045
Solicitation Description: Mainframe Application Programmer Technical Staffing Services
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-09-18 13:30	SR 0802 ESR09082500000001711	1

VENDOR
VS0000049950
Optima Global Solutions, Inc.

Solicitation Number: CRFQ 0802 DMV2600000001
Total Bid: 270400
Response Date: 2025-09-16
Response Time: 15:53:09
Comments:

FOR INFORMATION CONTACT THE BUYER
John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X
FEIN#
DATE

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Mainframe Application Programmer Technical Staffing Services				270400.00

Comm Code	Manufacturer	Specification	Model #
81111600			

Commodity Line Comments: Or "contract amount" reflects the price of one full time employee at 2,080 hours. For more detailed information about our pricing, please refer to the attached Exhibit A Pricing Page.

Extended Description:

Mainframe Application Programmer Technical Staffing Services. This will be an open-end services contract that will provide the services of mainframe application programmer analysts on an hourly rate basis to provide technical expertise to meet agency needs. These services will be utilized to develop modifications and enhancements to the mainframe computer systems currently utilized by the DMV.



Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045

Doc Description: Mainframe Application Programmer Technical Staffing Services

Reason for Modification:

ADDENDUM NO_1
Vendor Questions and
Responses
REVISED Specifications

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2025-09-03	2025-09-11 13:30	CRFQ 0802 DMV2600000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000009860

Vendor Name : Smart Shared Services, LLC

Address : PO Box 1187

Street :

City : Charleston

State : WV

Country : USA

Zip : 25324

Principal Contact : Eva Kordusky

Vendor Contact Phone: 855-807-6278

Extension: 229

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

Vendor
Signature X

FEIN# 47-1148168

DATE 9-3-2025

All offers subject to all terms and conditions contained in this solicitation

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFO DMV2600000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge the addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of the addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Smart Shared Services, LLC

Company

Eva Kordusky

Authorized Signature

9-3-2025

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Eva Kordusky / VP of Business Operations
(Address) PO Box 187, Charleston, WV 25324
(Phone Number) / (Fax Number) 855-807-6278 x229, 888-680-6555
(email address) eva.kordusky@ssslc.email

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Smart Shared Services, LLC
(Company) Eva Kordusky
(Signature of Authorized Representative) Eva Kordusky / VP of Business Operations 9-3-2025
(Printed Name and Title of Authorized Representative) (Date) 855-807-6278 x229 888-680-6555
(Phone Number) (Fax Number) eva.kordusky@ssslc.email
(Email Address)

REQUEST FOR QUOTATION
Mainframe Application Programmer Analysts – Onsite Only

- 11.2.1. Immediate cancellation of the Contract.
- 11.2.2. Immediate cancellation of one or more release orders issued under this Contract.
- 11.2.3. Any other remedies available in law or equity.

12. MISCELLANEOUS:

12.1 Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Eva Kordusky

Telephone Number: 855-807-6278

Fax Number: 888-680-6555

Email Address: eva.kordusky@ssslk.email

Smart Shared Services, LLC

EXHIBIT A - PRICING PAGE

MAINFRAME APPLICATION PROGRAMMER ANALYSTS				
LOCATION - 5707 MacCorkle Avenue, S.E., Charleston, WV 25304				
Item Number	Quantity	Description	Hourly Rate	Annual Total
Year One - Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Year One	\$ 139.00	\$ 289,120.00
Year One - Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Year One	\$ 139.00	\$ 115,648.00
Optional Year Two Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours- - Optional Year Two	\$ 143.17	\$ 297,793.60
Optional Year Two Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Two	\$ 143.17	\$ 119,117.44
Optional Year Three Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Three	\$ 147.47	\$ 306,737.60
Optional Year Three Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Three	\$ 147.47	\$ 122,695.04
Optional Year Four Regular Time	2,080 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, regular time hours - - Optional Year Four	\$ 151.89	\$ 315,931.20
Optional Year Four Overtime	832 hours	Application Programmer Analysts Contract Cost for 1 year based on hourly rate, overtime hours - - Optional Year Four	\$ 151.89	\$ 126,372.48

**** THIS AMOUNT IS FOR EVALUATION PURPOSES ONLY****



PO Box 1187
Charleston WV 25324
PH 855-807-6278

Resume: Billy J. Lane for DMV2600000001

Summary: Sr. Mainframe Developer possessing significant experience with State Government and WV Dept of Transportation systems and applications.

Knowledge and Skills:

Mainframes: IBM 360, 135, 138, 145, 4341, 4361, 9700, AS400

Software: **Enterprise COBOL for o/s and CICS and DB2,
JCL for IBM z/OS enterprise server**

SDSF Productivity Aid, ISPF, Programming Productivity Aid, CICS Web Interface, HTML
Pc Language, Front Page Screen Design Functionality, JAVASCRIPT, HTTP Server For
CICS WEB Interface, CICS/CEMT, Novell NetWork, SDF2, VSAM, ACCESS DB, Foxpro

Tools: PRF, RC/Query, RC/Update

Experience:

Smart Shared Services, LLC

Fenwick Technologies, Inc

July 10, 2017 - Present

Nov 2011 – July 7, 2017

Contract Programmer for WVDOT

Upgrade the UNI software from 4.1 to 5.2 Programming changes and testing for West Virginia to comply with FMCSA (Federal Motor Carrier Safety Admin.). Upgrade software for the WVOAH (WV Office of Administrative Hearings) to prepare letters and retrain users on the Docketing System.

Other changes to DMV driver issuance system, Veterans and Life Time Hunters to comply with federal and state legal requirements. Program and test CD31 validation data.

Support the following systems and applications:

- ✓ **Commercial Driver's License Information System (CDLIS)** - CDLIS is the nation-wide computer system that enables State Driver Licensing Agencies to ensure that each commercial driver has only one driver's license and that the State of Record has the driver's complete driver record
- ✓ **Problem Driver Pointer System (PDPS)** – The PDPS is used to search the National Driver Register (NDR). This is a repository of information on problem drivers provided by all 51 U.S. jurisdictions
- ✓ **Social Security Online Verification (SSOLV)** – Online support allows a jurisdiction to verify an individual's SSN with the Social Security Administration's database during the driver's license issuance or renewal process, while an applicant is still at the counter
- ✓ **Unified Network Interface (UNI)** – The UNI product resides on a site's host and fills an "interface" role between a site's application system and the telecommunications network (**AAMVA**). In this interface role between application and network, UNI provides both application interface functions as well as network interface functions.

WV Dept. of Transportation - Programmer Analyst III

Feb 2003– Sept 2011

- ✓ **Take the lead with other analyst in analysis, designing, maintaining and upgrading the DMV Drivers Application System using Cobol/CICS/DB2 and JCL.** Work directly with Federal Government agency (**AAMVA**) and (**FMCSA**) to establish new and maintain existing systems for issuance of Commercial Drivers License to comply with federal and state legal requirements. Communicate with other States IT to solve problems with transferring Drivers.
- ✓ **Code complex batch COBOL programs, compiling and debugging using CA DB2 Tools for CICS/DB2 programs online, SQL statements against DB2 tables (RC/Update, RC/Query and PRF**
- ✓ Help design and maintain the **Docketing System for WV OAH** (WV Office of Administrative Hearings). Continue to modify programs and work with personnel to keep current with Legislative changes.
- ✓ Knowledge of WV DOT business processes as it relates to the computer systems
- ✓ Work with Management to establish deadlines as well as methodologies for establishing upgrades of current systems as well as new ones.
- ✓ Analyze the various software tools to develop and maintain system.
- ✓ Establish user procedures and train the user. Monitor the users and others to make sure procedures are being followed.
- ✓ Keep educated on available technology to improve skills and establish more efficient ways to perform my functions as an analyst. Involved in Webinars for AAMVA modifications and updates such as ACD code, Restriction code for CDL's and upgrading of the Software.
- ✓ **Extensive knowledge of the codes and language used by CDLIS, PDPS, SSA and the UNI system in general. Program and develop CD31 verification for AAMVA's annual Clean File process involving some 100,000 CDL drivers in the State of West Virginia.**
- ✓ **Monitor AAMVA net UNI log for validating drivers and working closely with the DMV and OAH Helpdesks. Install AAMVA's UNI software upgrades.**
- ✓ **Extensive knowledge of the WV DMV Drivers' System and its interfaces with AAMVA software (CDLIS, PDPS, SSOLV and UNI)**
Help Design and Program Online Drivers License Renewal and Duplication System for DMV so drivers can renew or get duplication via personal computers or at a kiosk.

Other Positions and Duties

Worked for 8 years for the State of South Carolina as a Computer Operations Supervisor, System Analyst III, from 1969 till 1977

Was employed by Bluefield Supply as COBOL programmer 1978 till 1988

Worked for Albers Drug Co in Knoxville TN as a remote programmer 1988 till 1990

Worked for Ammars Inc as PC programmer 1990 till 2003



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Analyze manual system, document and develop flow for programmers – train users to use automated system

Education Graduated ECPI in Columbia SC 1969

Reference:

Linda Ellis
Assistant Commissioner, WV DMV
304-352-5942
Linda.K.Ellis@wv.gov

Lynette Shaw
Programmer Analyst
WV DOT – IT Services
307-558-9509
Lynette.s.shaw@wv.gov



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RESUME: Lynette Shaw for DMV2600000001

Education

AAS Degree in Computer Science from Parkersburg Community College in May 1978
Multiple Classes in COBOL, COBOL II, DB2 and CICS provided by WV Office of Technology.

Experience

WV Office of Technology - 11/1978 - 04/1999 and
WV DOT 04/1999 - 12/31/2021 and
WVDOT (Via SSS) 01/2022 - Present

Programmer/Analyst with 42 years of paid full time experience programming in IBM Mainframe, designing and maintaining enterprise level complex COBOL/CICS/DB2 environment, programming with JCL in an enterprise mainframe environment, experience working in a regulated environment either at the state level, using Computer Associates DB2/IBM Tools RC/Update and PRF. Over 24 years of paid full time experience with the WV DMV Drivers System and Vehicle system, working with the federal and state legal requirements regarding Commercial Driver Licensing, experience working with the American Association of Motor Vehicle Administrators (AAMVA) applications which interfaces with the WV Drivers System. These applications include the Commercial Drivers Licensing Information System (CDLIS), the Problem Driver Pointer System (PDPS) and the Social Security Online Verification and the Unified Network Interface as well. Created the CD31 files to be sent to AAMVA from the inception of the process thru 12/31/2022.

Skills

- Ability to Communicate with technical and non-technical personnel
- Ability to Communicate with upper management and front-line users
- Conscientious
- Dependable

Reference:

Linda Ellis
Assistant Commissioner, WV DMV
304-352-5942
Linda.K.Ellis@wv.gov

Natalie Faulkner
Lead Systems Programmer/DB2 Specialist, WV Office of Technology
304-389-1018



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Resume: Nancy W Kalo for DMV2600000001

Qualifications:

Information Technology Experience: 35+ years
State government (State of WV & State of SC)
Banking (Wells Fargo)
Insurance (Blue Cross/Blue Shield S.C)
Gas & Oil (McJunkin-Redman Corporation)

Management: 5 years as a supervisor in a government agency, and 2 years as an assistant manager of a loan company. Have been the team lead for several IT projects.

Experience with both IBM and HP mainframe platforms.

As technical lead, worked with administrators, managers and end-users to develop new processes and improve existing processes. The Quality Assurance and Medical Payment systems for the Disability Determination Services, and the Small Business Banking Division system for Wells Fargo are examples of manual processes that were automated. I was responsible for the analysis, design and implementation for all of these systems. I also developed documentation and led training for users.

Worked on several conversions related to mergers and acquisitions.

SKILLS:

Mainframe: IBM: MVS, ZOS, COBOL, DB2, Stored Procs, CICS, APS, SDF2, Easytrieve, DYL280, SQL, SDF2,DEBUG, ICETOOL, CL/SUPERSESSION, SAS, QMF, JCL, VSAM, Control-M, SDSF, CA-7, ZEKE, SYSTAR, File-Aid, Ditto, Platinum DB2 products, EasyEdit, Fault Analyzer, Dumpmaster, MACRO4, Changeman and Endeavor. Less than 3 years experience with IMS, and MQ. Limited experience with REXX.

HP: MPEX, MPE, TURBO-IMAGE Database, TRANSACT, FORM-SPEC, Query, Advanced Query, Edit, Edit2.

PC: MicroFocus COBOL, APS Master Builder, MS-Word, Excel, Access, WordPerfect, WordStar, Microsoft Works, First Choice, Quattro, Quattro Pro, MS-DOS.

EDUCATION:

1988-1993, WV State College, Institute, WV, Associate in Applied Sciences , Computer Science

1968-1970, University of South Carolina, Columbia, SC, no degree, major in Psychology

Work-related classes: CICS, DB2, IMS, Intro to XML, Intro to JAVA, IMS, DYL280, Enterprise Change Management, Change Man, Endeavor, PICCT, APS, AMB/MFEEEE, ENDEVOR, ZEKE, TSO, ISPF, Intro to VB6, Intro to Project Management, Jackson-Hewitt Tax Course, Pervasive Data Integrator, AMS InfoAdvantage.

EXPERIENCE:

10/2022 – present – Sr Mainframe Application Analyst, Smart Shared Services, Charleston, WV

Duties: Assigned to WV Dept of Motor Vehicles – Drivers' Services.



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855-807-6278 phone
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Currently supporting enterprise level legacy programs for the Drivers System.

- Write new COBOL, DB2, CICS, and SAS programs.
- Write native SQL
- Maintain existing programs written in any language.
- Create and maintain JCL
- SFTP, AFP, DB2, SAS and COBOL resource for the team
- Troubleshoot production problems
- Mentor junior programmers
- Test new processes
- Work with management on high visibility projects
- Document processes
- Set up jobs in Control-M

Currently in charge of the CD31 process. Working on these projects for AAMVA: State to State, DACH, and NR2. Work with the UNI system to determine errors in messages going to and coming from UNI. While supporting the DMV Drivers Services, I have experience with CDL's (CDLIS), PDPS, UNI and SS verification processes, as well as making federally imposed changes such as adding/changing ACD codes. Consult with users to resolve production issues. Assigned the task of identifying and converting jobs with CA products to IBM counterpart products. Selected to be part of the initial testers for the change from CA products to IBM products. Helped lead testing for migration from the WV State supported mainframe to a vendor supported mainframe. This included developing test plans and reporting our agency's results. Participated in several sessions with vendors to identify potential issues when moving from CA products to IBM products. Examples: moving from CA InterTest to IBM DEBUG and from TPX menu to CL/SUPERSESSION. Work closely with management to analyze the needs and determine the best path to follow to provide the desired results.

4/2016 – 10/2022 – Sr Systems Consultant, Smart Shared Services, Charleston, WV

Duties: Assigned to OPTUM Corporation, subsidiary of UHG, supporting the maintenance of the RAPIDS project for the WV Department of Health and Human Resources.

Supported the legacy programs for following applications: Benefit Issuance, Benefit Recovery, Medicaid, CHIP, QC, SNAP, TANF, PARIS, EBT, Reporting, Case Management and Data Exchange. Write up technical and impact analyses, document current processes, and research the root cause of program abends.

- Write new COBOL, DB2, and SAS programs.
- Write native SQL
- Maintain existing programs written in any language.
- EXCEL and COBOL resource for the team
- Troubleshoot production problems
- Mentor junior programmers
- Testing new processes
- Perform reviews of new programs and program changes before they are moved to production.
- Create playbooks for implementation of projects
- SME for CHIP, QC, EBT and PARIS applications.

I was assigned the additional role of Business Analyst working with the integrated eligibility system reporting team. In this role, I research business rules and create technical design documents to be used by developers for creating reports that replicate those that are currently being created on the mainframe. I utilize Rally to create user stories.



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3/2012 – 4/2016, Sr Systems Consultant, CDI Corp, Charleston, WV

Duties:

Assigned to The State of WV, Office of Technology

On loan to the Enterprise Resource Planning Board Interfaces and Reports teams -

Support the following applications:

Budget, Real Estate, Billing, Position Information Management System, Financial Information Management System, Human Resources Information System & Public Employees Insurance Agency, Personnel.

Write new COBOL, DB2, CICS and SAS programs.

Convert SQL stored procs written in COBOL to Data Studio (native SQL)

Maintain existing programs written in any language.

EXCEL resource for the team

Troubleshoot production problems

Research and organize implementation of program changes for the Hay reclassification project.

Change AFP form overlays and page defs for Real Estate Renewals

Create new files (VSAM and sequential) for Budget & Real Estate in preparation for the new FY

Document Real Estate and FA Spend processes

Help Dept Of Personnel set up processes to verify data (EXCEL) sent in by agencies for PLANS project, setting up formulas for look up tables, etc .

Projects:

Governor's mandated conversion of Dept of Transportation to Human Resources Information System, PLANS reclassification project, Real Estate Renewals, Budget FY changes, ERP Interfaces and Reports teams

9/2008 - 3/2012, Sr Systems Consultant (MRC), CDI Corp, Charleston, WV, (304) 722-8950

Duties:

Assigned to McJunkin-Redman Corporation

Support the Accounts Receivable (ASI software) department

Write new COBOL, CICS and Eztrieve programs.

Maintain existing programs written in any language.

Write JCL to execute batch programs.

Troubleshoot problems reported by the credit/accounting departments

Research/recommend IS improvements for the A/R department

Prepared SDLC documentation

Mentored programmers

Projects:

Several conversions as a result of mergers and acquisitions

OPEN SCAN

3/2007 - 9/2008, Sr Systems Consultant, DP Professionals, Columbia, SC, 803-738-0066

Duties:

Assigned to Blue Cross/Blue Shield of South Carolina

Designed and wrote new DB2 programs for Backend Reporting (Data Warehouse)

Maintained existing programs written in any language

Wrote new programs in APS, Eztrieve, COBOL, as well as JCL to execute the programs

Mentored less experienced programmers

Carried the support pager and was assigned problem tickets to resolve.

Prepared SDLC documentation



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7/1999 – 9/2006, Sr Systems Analyst , Wachovia Bank, Charlotte, NC (800) 922-4684

Developed the process to automate the Line of Credit's Small Business Banking Division. Worked with the DBA to design DB2 tables, as well as led the team that wrote the batch and CICS programs to populate, retrieve, and update these tables. I supported the FAF (Imageplus) application which employed CICS, IMS and DB2 stored procedures. Supported the Open Data Stream (EQ) application which built dynamic SQL to read FDR DB2 tables.

Duties:

- Estimated costs of program changes
- Designed and wrote new programs for the Line of Credit Department
- Maintained existing programs written in any language
- Created JCL to execute programs, and NDM files
- Aided Business Analysts in writing Business Requirements
- Designed the DB2 tables for the Small Business Banking Division
- Mentored less experienced programmers
- Created the initial Corporate Outage HE Verification Procedure
- Used PICCT and Changeman to implement changes
- Used the System Development Life Cycle methodology
- Carried a support pager 24/7
- Prepared following documentation: Call Charts, Flow Charts, Technical Designs, Implementation forms and SDLC documents.

Subject Matter Expert for the Line of Credit for the following:
DB2 Control tables, COBOL, APS/AMB, Convenience Checks, Accounting Interfaces, First Data Resource Interface, Insurance Product, New Accounts Interfaces, Small Business Banking Division Interfaces, Hyperion Financial Reporting Interface, FAF (Imaging), Customer Information Interface, Universal Cross Reference Interface, and the Corporate Outage HE verification procedure

I was Promoted to Officer in 7/2001 & Promoted to Assistant Vice President in 4/2003

2006-2006 Jackson-Hewitt Tax Service, Nitro, WV (2006 TAX SEASON) – second job

Duties:

- Prepared personal tax returns using Jackson-Hewitt software:
- Interviewed customers,
- Researched tax questions
- Submitted tax returns
- Closed loans for customers who took advantage of the Accelerated Refund options

1998-1999 Senior System Consultant, SPC, Charlotte, NC

Duties:

Assigned to First Union Bank (now Wells Fargo)

- Designed and wrote new programs for the Credit Card Department
- Maintained existing programs written in any language
- Wrote JCL to execute programs, and NDM files
- Supported the Imageplus Customer Data Exit
- Mentored less experienced programmers
- Used PICCT and Changeman to implement changes
- Wrote the following documentation:
Call Charts, Flow Charts, Technical Design & Implementation



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Carried a support pager

5/1996 – 9/1998 Programmer/Analyst II, WV DHHR, Charleston, WV (304) 558-3950

Duties:

- Maintained existing programs
- Converted Assembler programs to COBOL
- Served on the Total Quality Management Team
- Led training for end users
- Convert Assembler online programs to COBOL

4/1988 – 5/1996 Programmer/Analyst I & II, WV Div Rehab Svc, Institute, WV. (304) 558-3950

Designed, wrote and implemented the Quality Assurance system. I created databases, setting up keys to be used to join the databases, and I also wrote queries for accessing these databases.

Duties:

- Designed and wrote new programs
- Maintain existing programs written in any language
- Converted TRANSACT programs to COBOL
- Provided support for hardware, software and WAN problems
- Led Mainframe and PC training
- Made hardware and software purchase recommendations
- Backed up the System Manager
- Wrote Procedures for data entry and word processing operators
- Created Logons, Menus and files
- Automate MEDPAY system to interface with the state FIMS system
- Automated the Quality Assurance system which involved the following:
 - Design and create Turbo-Image databases, schemas, screens & reports, train users, and document procedures

4/1984 – 4/1988 Supervisor, WV Disability Determination Svc, Charleston, WV (304) 558–3950

Duties:

- Establish word-processing units in Charleston & Clarksburg, which required:
 - Set up the hardware - PC's and printers
 - Install software
 - Develop a procedure to create forms for the Social Security Administration
 - Design fill-in forms, creating libraries and macros to generate forms

Supervised the word processing unit in Charleston, which required:

- Assign work
- Develop measurable goals
- Conduct quarterly and yearly performance evaluations
- Provide data entry and word processing support for both offices
- Provide hardware and software support for both offices
- Train word processing and data entry users
- Design Word Processing Units for the Disability Determination Service state-wide



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4/1976 – 8/1981 Clerk, SC Disability Determination Division, Columbia, SC (803) 896-6500

Duties:

- Performed technical review of disability claims
- Backed up the teletype operator and the magnetic card operator
- Worked with programmers on Disability Determination Division automation
- Created manual reports to be submitted to Social Security Administration
- Receipt and Distribution of Disability Claims
- Trained data entry operators

9/1973 – 1/1976 Assistant Manager, Atlantic Loan Company, Statesboro, GA

Duties:

- Approved and closed loans
- Supervised a collection agent and a cashier
- Made collection calls and wrote collection letters
- Reviewed daily and monthly reports

7/1972 – 9/1973 Clerk, Atlantic Loan Company, Statesboro, GA

Duties:

- Received and posted payments, Balanced cash drawer, Created daily and monthly reports,
- Filed, Answered phone, Typed loans, Checked credit references

REFERENCES:

Linda Ellis
Assistant Commissioner, WV DMV
304-352-5942
Linda.K.Ellis@wv.gov

Billy Lane
Sr Mainframe Programmer Analyst, WV DMV
304-533-748
billy.j.lane@wv.gov



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Resume: Tim Phillips for DMV2600000001

EXPERIENCE

2023-present

Smart Shared Services, Charleston WV

Mainframe Programmer, client: WV Division of Motor Vehicles, October 2023 - Present

- Reviewing/Analyzing/Documenting mainframe generated reports written in COBOL, SAS, DYL280 executed via JCL submitted by Control-M. The reports use data in a DB2 database as the primary source of information. Documenting report functionality, schedule(s), finding alternate approaches and methods and looking for opportunities to enhance performance and reduce cost.
- Reviewing/Analyzing/Documenting mainframe applications written in COBOL, CICS and using a DB2 database as well as VSAM files. Creating user guides, training manuals and other tools to improve effectiveness of the applications.
- Reviewing/Analyzing/Documenting other WV DMV technical processes including Passport Verification Services, Social Security Online Verification, ApplicationXtender, and Oracle-based tracking systems for several units within the DMV.
- Reviewing/Analyzing/Documenting WV DMV Business Processes in multiple units throughout the organization to develop a portfolio of standardized documentation capable of being utilized for training or verification of new software meeting business requirements. These processes include, but are not limited to: CDL licensing; DUI and DWI enforcement and restoration; multiple AAMVA related applications (CDLIS, PDPS, UNI, State-to-State); Graduated Licenses Suspension/Restrictions and Restorations; Third-Party service providers for payment and receipt of moneys related to DUI/DWI treatment for indigent and non-indigent drivers; Driver Suspensions related to accumulated points for offenses; and drivers participating in the Bioptic Driving Program.

2016-present

Independent Game Designer, Charleston WV

- Designed and developed multiple games including: Alien Uprising: Zothren Invasion (published 2017, Mr. B Games); STACKED (published 2020, Mr. B Games); Guardians of Strongholme (Designed 2021, unpublished); Zombie Frenzy (designed 2020, unpublished); Elementary (designed 2022, unpublished); Galactic Conquest (designed 2020, unpublished); Roll-A-Word (designed 2020, unpublished).
- Developed and proofread instruction manuals.
- Developed and maintained potential customer database.
- Communicated with multiple publishing companies regarding game submission requirements, project status, and offered assistance in game development/testing.
- Volunteered as booth staff at Gencon, Origins, and PaxU to teach/ promote new games.
- Attended multiple conventions promoting games and teaching attendees how to play.
- Assisted with development and promotion of Kickstarter campaigns.
- Met with other designers to collaborate on design and development issues of their games.
- Met with retailers to promote games and to respond to their questions and concerns.
- Organized and conducted playtest sessions for new games.
- Routinely demoing games at local game stores.

2008-present

VeriTES Analytics, Los Angeles CA

Area Manager, October 2008 - present

- Managed weekly theatrical auditing projects in multiple states across the entire country.
- Communicated with a field work force of over 700 auditors.

- Recruited and trained new auditors to perform a variety of market research assignments.
- Monitored project status weekly and performed follow-up reviews as necessary.
- Maintained a WordPress website to facilitate communication with field workers.
- Assisted home office and field workers to resolve problems related to projects.

1992-2023**Department of Administration, State of WV, Charleston WV**

Programmer Analyst 4, January 2018 – September 2023

- Using Visual Studio, maintained COMPASS (Pension Administration System) to resolve issues that are reported, or to satisfy new requirements.
- Modifying PDF forms to apply barcodes to expedite processing upon receipt.
- Modifying XML documents to support system generated correspondences.
- Authoring SQL commands to gather information and update database as needed.
- Performing periodic code deployments through the various COMPASS environments.
- Conducting “Smoke-testing” after deployments to ensure deployment did not cause unintended consequences in the deployed environment.
- Updating TFS to maintain current status of work items.
- Meeting with staff and management to gather requirements, and communicate status on work items that are underway.
- Served as “Google Ambassador” to attempt to facilitate a smooth transition from the Microsoft Office Suite to the Google Workplace.

Information Systems Manager 4, November 2013 – January 2018

- Served as the Director of the Applications section of the Office of Technology.
- Directed three teams, totaling 42 positions, along with multiple contractors.
- Managed the Revenues and Expenditures for the section, totaling approximately \$3M during fiscal year 2018.
- Reviewed all project proposals to ensure time/cost estimates were reasonable.
- Set strategy for methodologies to be used in software development, project management and software implementation.
- Worked with the other WVOT section directors to establish organizational policies and procedures, as well as to ensure that our customers' needs were being addressed.
- Performed all required personnel functions, from initial interviewing and candidate selection through termination of civil-service covered employees.
- Reviewed all executive branch technology procurements, that were software related, prior to advising the state's Chief Technology Officer to approve or deny the request.
- Managed all procurement activities for the section to obtain the tools and resources required, from the initial development of the RFP/RFQ/RFI, through the award, and worked to resolve vendor disputes when necessary.
- Developed time tracking and revenue statistical reports using SAS to ensure cost recovery was being accomplished. During my tenure, this section started recovering its costs for the first time in its 40-year existence.

Information Systems Manager 3, May 2013 – November 2013

- Managed the Applications Operations and Support unit within the Applications section of the WV Office of Technology.
- Assisted the Director of the State's Project Management Office in setting up that section to meet her vision.
- Prepared the annual budget for the section.
- Worked with the Director and the Chief Financial Officer to perform the rates analysis required to calculate the costs of our services to attempt to recover those costs.

- Used SAS reporting to Monitor employee time and attendance to ensure that time was being correctly tracked and attributed to projects and worked with the team to reduce/eliminate non-recoverable time.
- Monitored customer trouble tickets to ensure our customers were being responded to and that their issues were resolved in a timely fashion.
- Worked to ensure all staffing and technical problems were resolved in a timely fashion.
- Worked with other central government agencies (WVSTO, WVSAO, Divisions of Personnel, Purchasing, Finance, PEIA, etc.) to determine their requirements and to help resolve any issues that arose.
- Worked with the state's Project Management Office in the allocation of resources to multiple concurrent projects.
- Performed all relevant personnel transactions required (interviews, hiring, discipline, evaluations, etc.).
- Performed Project Management Oversight on multiple projects.
- Assisted other sections of WVOT as needed to ensure smooth operations for our customers.

Information Systems Manager 2, December 2010 – May 2013

- Worked with the director to prepare the annual budget.
- Reviewed employees' timesheets to ensure proper time was recorded and monitored.
- Monitored customer trouble tickets to ensure customer requests were being satisfied in a timely manner.
- Assisted the state's Project Management Office in allocation of resources to project teams, while ensuring all projects were staffed appropriately without detracting from the ability to provide day-to-day operational support to our other customers.
- Managed multiple concurrent projects through all phases of the project management lifecycle.

Programmer Analyst 4, August 1997 – December 2010

- Worked in multiple capacities over my tenure in this job classification.
- Served as a program manager for the PEIA coordinating the efforts of multiple projects teams hired to implement several concurrent projects.
- Oversaw all IT-related issues and acted as liaison between PEIA and WVOT to ensure that all issues were resolved.
- Served as the initial Project Manager for the Statewide ERP project when it was initiated, until the project was reorganized giving the SAO control of the project.
- I was the project/team leader for the software development team that maintained WVFIMS, the statewide accounting system, from 1997-2008.
- Developed Project Plans and Project Schedules based upon satisfying the project's time, cost and scope constraints.
- Produced design documents based upon gathered requirements and determined project costs and duration for many projects.
- Created work breakdown structures and assigned project tasks to team members and reviewed project status.
- Applied supplemental staffing resources to tasks on the critical path to try to ensure meeting the time constraint on every project.
- Communicated project status to customers and other stakeholders.
- Performed employee evaluations; recommended employees for merit raises, promotions and reallocations.
- Coached and Developed employees.
- Participated in the interviewing process and made hiring recommendations.



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- Developed and maintained complex computer programs using COBOL, CICS, DB2, JCL, PRF (Platinum Reporting Facility), RC/Update, RC/Query and SAS, and assisting team members as needed in the software development life cycle.

Programmer Analyst 3, July 1996 – August 1997

- Served as Project Leader for the WVFIMS team, the statewide accounting system.
- Performed complex systems analysis and design tasks.
- Developed design documents and time/cost estimates.
- Assigned tasks to team members and regularly reviewed project status.
- Established task priority to ensure projects were completed on time and within budget.
- Met with customers to determine project requirements and to communicate project status.
- Submitted training/education plans for self and team members.
- Performed complex computer programming using COBOL, CICS, DB2, JCL, QMF, and SAS and assisted others in resolving coding issues.

Programmer Analyst 2, December 1995 – July 1996

- Met with customers to gather system requirements and to communicate project status.
- Performed complex computer programming using COBOL, CICS, DB2, JCL, QMF, and SAS and was responsible for maintaining the WVFIMS interfaces between the Department Administration and the State Auditor's Office.
- Developed design documents and time/cost estimates.
- Assigned tasks to members and worked to ensure those tasks were completed within agreed timeframes and cost estimates.

Programmer Analyst 1, July 1994 – December 1995

- Developed computer programs using Cobol, CICS, DB2, and SAS on the state's Mainframe computer.
- Worked with the WVFIMS User Group to gather system requirements and to develop design documents to address those needs.
- Delegated assignments to other team members and worked with the team members to resolve problems and to complete our assigned tasks within the agreed upon timeframes and cost estimates.

Programmer, May 1992 – July 1994

- Performed computer programming and completed assignments on several systems for various agencies.
- Worked primarily with COBOL, CICS, DB2, and SAS.
- Performed systems analysis and design activities under supervision.

2007-2008

WV State Community and Technical College, Institute WV

Adjunct Instructor, August 2007 – December 2008

- Instructed college students in the use of Microsoft Office (2003, and 2007).
- Created lesson plans, lecture notes, and evaluated homework and projects.
- Utilized Web-CT to administer tests and recording of grades.
- Worked with students individually, as needed, to improve their skills.
- Communicated with the Department chair and other faculty members with regards to system/software issues and student performance.



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2003-2005	WV University Institute of Technology, Montgomery WV Adjunct Instructor, August 2003 – December 2005 <ul style="list-style-type: none">• Served as an instructor at the state prison.• Taught Cobol, Systems Analysis, Systems Design and Operations Research to over 30 incarcerated offenders.• Evaluated class homework, tests, and determined student grades.• Communicated with the Department Chair, Prison officials, and other faculty members with regards to system/software issues and student performance.
Education	B.S. in Computer Management, WV Tech, Montgomery WV, August 1990 A.S. in General Business, Ambassador College, Big Sandy TX, May 1986
Skills	Project Management, IT Management, Software Development, Communication, Procurement, Database Design, Problem Solving, Systems Analysis and Design, Requirements Analysis
Tools	Microsoft Office Suite, SharePoint, Google Workspace, COBOL, CICS, DB2, VSAM, JCL, SAS, CLIST, Visual Studio, VB.NET, HTML, WordPress, SQL, Librarian, TSO, TPX, Control-M, IBM Utilities, File Aid, Star Tools, Platinum Reporting Facility (PRF), RC/Update, RC/Query; SQL Server Management Studio, QMF, Intertest, Visio
Interests	Board/Card games, Movies, Sports, Music, Travel, and Spending time with family and friends
References	Rick Pickens, wvOASIS Finance Team Manager ,WV Office of Technology – 304-545-1298 Natalie Faulkner, Lead Systems Programmer/DB2 Specialist, WV Office of Technology – 304-389-1018

RESUME: MARIA KASHIWAZAKI FOR DMV2600000001

APPLICATION DEVELOPMENT & BUSINESS ANALYSIS

Business Analysis & Coordination | Infrastructure & Architecture | Programming

Repeated success devising innovative, tailored solutions to meet ever-changing business requirements within diverse industries (Finance, Manufacturing, Insurance, Healthcare). Adept at assimilating and rapidly utilizing emerging technologies; extensive background in development and interfacing core application to new technologies and software. Highly autonomous with critical-thinking and decision-making acumen. Strong communication and leadership skills; excel at team oversight, cross-functional collaboration, and customer liaising. Superior project planning, milestone, and scope development, as well as system design, enhancement, implementation, management strategies. Outstanding ability of understanding customer needs and requirements to create proactive solutions. Multilingual skills with proficiency in English, Portuguese, Spanish and Japanese. Professional experience includes projects in USA and Brazil. Portfolio includes participation in a Mainframe downsizing project featured in Market Watch magazine in 2010. Participated in several highly successful Database Integration Projects. Worked with Cobol/Java integration projects.

Technical proficiencies include...

<i>Environments</i>	Windows, MS-DOS, MVS/XA, VM/CMS, OS/2
<i>Programming</i>	COBOL, Easytrieve, .NET, Java, Visual Basic, SQL, PL/SQL, VisualCOBOL++, DL/I, CICS, CICS Command Level, OS/JCL
<i>Database</i>	MS SQL Server, Oracle, DB2, VSAM, IMS-DB
<i>Network</i>	MQ Series, APPC LU6.2
<i>Tools</i>	MS Project, Rational Rose, Eclipse, TSO/ISPF, OS/UTILITIES, SDF/II, Interrest, Abend Aid, Xedit, Endeavor, IMS-Xpert, Xpediter, File-Aid, Animator, Changeman, In-Synch
<i>Hardware</i>	IBM 30XX / 43XX / 370, IBM PC / Bloomberg Trade Monitor

Language proficiencies include

English (Native or Bilingual Proficiency)

Portuguese (Native or Bilingual Proficiency)

Spanish (Bilingual Proficiency), Japanese (Native Proficiency)

PROFESSIONAL EXPERIENCE

SENIOR MAINFRAME PROGRAMMER, July / 2023 to present
DOT of WV - Division of Motor Vehicles (DMV) – Charleston WV

Works in Drivers Systems at DMV of West Virginia with enterprise Mainframe team to develop, test and interface WV Drivers System to AAMVA (American Association of Motor Vehicles). These applications include the Commercial Driver's Licensing Information System (CDLIS), Problem Driver Pointer System (PDPS), Social Security Online Verification and Unified Network Interface (UNI). Works also on SPEX (State-to-State Exchange System). Main tools are COBOL, CICS (including CICS Background Transactions), DB2, Interrest, JCL.

SOFTWARE ENGINEER CONSULTANT, April / 2019 to June / 2023

continued...

3M HIS (Health Information Services) – Meriden CT

3M Health Information Systems is the global leader in coding, patient classification and grouping performance management software and consulting services.

Worked with Mainframe team to test and integrate Medical Grouping, Editing and Reimbursement Software in Mainframe Environment. Integrates, versions and publishes software changes to accommodate regulatory changes from Components and enable the changes in Mainframe environment. Executes Client support for releases. Develops, supports QA, supports Clients using 3M HIS Proprietary software (APCGP CMS, EAPG, APCGP Tricare). Utilizes Agile Project Management.

TECHNICAL CONSULTANT, March / 2018 March / 2019
Motion Industries – Irondale (Greater Birmingham), AL

Motion Industries is a wholly-owned subsidiary of Genuine Parts Company (NYSE-GPC). It provides products and services through a network of over 450 branch locations. Its products include automotive and industrial replacement parts, office products, electrical, electronic materials, serving more than 150,000 industrial companies throughout North America, Mexico, Australia, Germany.

Worked in eCOS Project (CICS Elimination) with COBOL, CICS, MQ Series, DB2 Stored Procedures, JAVA Integration, converting CICS programs and transactions to DB2 Stored Procedures as part of a project to make the current environment platform independent. Perform coding, debugging, integration tests with AS400 Warehouse System. Perform documentation, analysis, QA Integration, Production Support.

SENIOR MAINFRAME DEVELOPER, Jan/2017 to Dec / 2017
BlueCross BlueShield of South Carolina – Columbia SC

BlueCross BlueShield of South Carolina is the biggest health insurance carrier in SC. BlueCross was chosen as a service provider for processing TRICARE (health care program for United States Department of Defense Military Health System) for Health.net (primary provider for US West Region).

Worked in TRICARE enrollment and reporting group using primarily COBOL, MQ Series for COBOL, DB2, IMS, APS (COBOL code generator), CICS, JCL. Utilizes CMMI Methodology.

Main responsibilities include Application Development and Maintenance, Production Support, Customer Support, Incident Management.

Developed major routines for TMBS (Tricare Membership Online System) utilizing CICS with APS(COBOL generator), developing new CICS screens and several batch routines with DB2 and IMS databases.

MAINFRAME APPLICATION DEVELOPER, Aug/2016 to Dec/2016
Great Lakes Higher Education – Rocky Hill CT

Great Lakes is a non-profit organization that provides student loans in partnership with US Department of Education and private lenders.

Worked in a project to separate current Loan Systems into 2 distinct Systems of Business - Federal and Commercial. Worked in designing, programming and coding separate routines – Test and Implementation of Databases and Batch Routines. Utilized Agile Methodology for Tests with JIRA Software (with Zephyr). Utilized COBOL, MQ Series for COBOL, DB2, JCL. Developed separate screens for Federal Student Loan Enrollment.

CONSULTANT – AML COMPLIANCE, Feb/2014 to Dec/2015

BCP SECURITIES – GREENWICH CT

Implementation of AML / CDD / KYC Software (SURETY - AML Partners) for Client / Customer vetting and analysis for Compliance Department. Research, analyze and customize AML (Anti Money Laundering) Documentation Standards to comply with SEC and FINRA Standards..

Surveyed and analyzed documentation for audit purposes. Aggregated data and constructed database for trader's consultation and research. Provided orientation on documentation standards. Assisted CCO on compliance customer data research and storage. Integrated multiple databases utilizing SQL Server and Access.

APPLICATION DEVELOPER LEAD, Nov/2007 to Dec/2013

Kemper Direct – Kemper Services Group (Former Response Insurance)

Provided leadership to enterprise-wide technology project development and implementation, directing planning, requirements definition, solution assessment, functional and technical design, testing, integration, and implementation. Executed analysis, provided solutions, executed coding. Developed requirements, solution analysis, milestones, performance metrics, and status reporting, coordinating and conducting all cross-functional and intra-organizational project communications. Directed all project implementation and transition to production efforts, overseeing initiation of maintenance and ongoing support mechanisms.

Selected contributions include...

- OASIS / ASSIST – Customized automobile insurance management system - enabled direct synchronous communication between several geographically separated call centers and the corporate core applications. Customized solutions, added compliance modules and supported the daily online and batch processing of policies.
- Claims Systems: Developed interfaces to real-time claims processing application.

Programmed in Visual Basic, VisualCOBOL++, .Net for Rating Systems, Micro Focus COBOL, and Artform in Windows environment, using MS SQL Server as database. COBOL, VSAM, MQ Series on Mainframe side. Developed routines to extract and send data from Mainframe (VSAM) to SQL server. Participated in a major downsizing project - converting Mainframe IBM JCL batch processing to SQL -Pearl processing routines in Microsoft SQL Server.

PROGRAMMER / ANALYST, FEB/2006 to Nov/2007

Emigrant Savings Bank – New York

Performed application development and support for Savings and Checking Team for internal and client-facing systems, leading the entire software life cycle (SDLC) across requirements analysis, solution design, programming, testing, and delivery.

Utilized COBOL, CICS, Easytrieve, Assembler. Developed Online Emigrant Direct Savings Enrollment System in COBOL .CICS

SELECTED CONSULTING ENGAGEMENTS

KRAFT Foods (Altria Group) – New Jersey

- KTS – Kraft Trade System: Collaborated with internal professionals, serving as a Project Leader / Business Analyst on interfacing CAS System (Trade Management Software) with the Kraft Legacy Systems (COBOL DB2)

MARIA KASHIWAZAKI

- Gathered and analyzed necessary information to be fed to the web-based CAS package from the main Kraft Legacy System for their Frozen Pizza Division (US 1 billion annual revenue).
- Created interfaces and routines (analysis, coding and implementation) to integrate CAS package with several areas of Trade business (sales, Financial, Accounting). Utilized COBOL, CICS, DB2, JCL

DIVERSIFIED -Diversified Investment Advisors (AEGON Group) – New York

- PARIS II (Pension and Retirement Investment Systems) Developed and implemented new modules and products in collaborations with business team to enhance and manage several modules such as Commissions, Remittances, EDS (Electronic Data Exchange System). Utilized COBOL, CICS, JCL, DB2.
 - Built integrations modules to exchange information with external clients.
 - Designed and implemented Batch and On-line modules to manage information to comply with Sarbanes-Oxley requirements.

AVON Products – New York

- Sales and Billing Team: Developed a new on line system to manage the AVON National Representatives Convention in CICS / Cobol integrating the new DB2 database with the legacy IMS-DB system. Provided ongoing system support, maintenance, and management of sales support applications. Interacted with Business Departments (Sales Support) to provide ad-hoc reports. Utilized COBOL, CICS, JCL

GENERAL RE – Connecticut

- USAU Team: Participated in a Y2K Projects implementing and testing new code for date calculation. Participated in IMS to DB2 database conversion. Modified CICS transactions to utilize new Date Calculations for Y2K.

Bank Boston – Sao Paulo, Brazil

- Branch Automation System: Developed a news system to automate the customer retails management information from a legacy mainframe to a Client-server Windows-based front end integrated with CICS Mainframe-based backend (COBOL, CICS, IDMS, VSAM, JCL,)

** ** *

Additional experience / internships at major financial corporations in Brazil and for SERPRO – Brazilian Government Data Processing Center in Sao Paulo Brazil.

EDUCATIONAL BACKGROUND

Economy and Business Administration
UNIVERSITY OF SAO PAULO, Sao Paulo, Brazil

MARIA KASHIWAZAKI

Data Processing and Computer Science
STATE UNIVERSITY OF SAO PAULO, Sao Paulo, Brazil

Professional Development
JAVA Programming; XML fundamentals
Purchase College, Purchase, NY

REFERENCES

Timothy L. Rutherford – Information Technology Manager WV DMV, 304-352-5934, (timothy.l.rutherford@wv.gov)

Linda Ellis - Deputy Commissioner WV DMV, 304-352-5942, (linda.k.ellis@wv.gov)



French D. Mackes, Jr.

SUMMARY:

- Accomplished Mainframe Applications Developer and IT Leader with over 13 years of experience in mainframe development, production support, and systems analysis.
- Proficient in z/OS, COBOL, CICS, JCL, DB2, VSAM, IBM Utilities, and Control-M.
- Skilled with Higher Ed Ellucian Colleague ERP, Power BI, and SQL. Strong leadership, problem-solving, and communication skills with a proven track record in managing teams and delivering high-impact IT solutions.

EDUCATION:

- Master of Arts in Media and Communications
- Norfolk State University, Norfolk, VA | 05/2008
- GPA: 3.875
- Bachelor of Science in Information Systems Management
- University of Maryland, Baltimore County, Baltimore, MD | 12/1985

CORE COMPETENCIES:

- Mainframe Technologies: z/OS, ISPF, COBOL, CICS, JCL, DB2, VSAM, IBM Utilities, Control-M
- ERP: Ellucian Colleague
- Database & Reporting: Microsoft Power BI, Microsoft SQL Server, Oracle SQL, PL/SQL
- Leadership: Team Supervision, Project Management, Stakeholder Engagement
- Soft Skills: Analytical Thinking, Problem Resolution, Customer Service, Communication

PROFESSIONAL EXPERIENCE:

Zeektek | Remote

Nov 2024 – Dec 2024

Ellucian Application Developer (Contract)

- Redeveloped a COBOL program interfacing with a university's Ellucian Banner ERP using Oracle SQL Developer and PL/SQL, enhancing system efficiency.

Dynamic Campus Solutions | Remote |

Jul 2024 – Sep 2024

Applications Analyst (Contract)

- Imported data into Colleague using ELF mapping, ensuring data integrity and system functionality.
- Provided technical support for a university's Ellucian Colleague ERP in a UNIX environment.

Alexander Technology Group | Remote |

May 2023 – Nov 2023

Power BI Developer (Contract)

- Designed and developed Power BI reports and dashboards, delivering actionable insights to stakeholders.

West Virginia Department of Transportation, Information Technology Division | Charleston, WV |

Jul 2022 – May 2023

Mainframe Application Development Unit Leader

- Led a team of 6 mainframe developers, overseeing development and support of online and batch applications for Dept. of Motor Vehicles Legacy Apps.
- Performed 24/7 production support, troubleshooting, and resolution of mainframe batch job abends.
- Developed and modified applications using z/OS, ISPF, COBOL, JCL, DB2, VSAM, CICS, and Control-M.
- Supported migration of legacy mainframe applications to AWS, improving scalability.

West Virginia Department of Transportation, Information Technology Division | Charleston, WV |

Dec 2021 – Jul 2022

Programmer Analyst 3

- Conducted systems analysis and programming on mainframe financial apps using z/OS, COBOL, JCL, DB2, CICS, and VSAM, enhancing efficiency.

West Virginia Department of Transportation, Programming Division | Charleston, WV |

Dec 2020 – Dec 2021

Programmer Analyst 2 (HUB ERP Administrator)

- Administered HUB ERP, providing user support and training.
- Developed Power BI dashboards and reports for the Statewide Transportation Improvement Plan (STIP).

Metropolitan Community College | Omaha, NE |

Feb 2020 – Jul 2020

Application Systems Analyst

- Supported Ellucian Colleague ERP through systems analysis and programming, improving user experience for stakeholders.

Metropolitan Community College | Omaha, NE |

Aug 2019 – Feb 2020

Associate Director, Administrative Computing

- Supervised a team of 5 IT professionals, overseeing development, testing, and maintenance of Ellucian Colleague ERP.
- Mentored staff and supported stakeholders, ensuring seamless ERP operations.

Baltimore City Community College | Baltimore, MD |

No 2018 – Jul 2019

Financial Aid Systems Analyst / Developer

- Performed systems analysis and programming for a new Financial Aid system implementation, streamlining processes.

Proper Staffing, Inc. | Baltimore, MD |

Jun 2018 – Nov 2018

Senior Computer Programmer (Consultant)

- Supported Baltimore City Community College's ERP through systems analysis and programming in a Microsoft SQL Server environment.

Maryland Public Television | Owings Mills, MD |

Oct 2017 – Jun 2018

Database Coordinator

- Managed fundraising database system, providing technical support and stakeholder assistance.

Norfolk State University | Norfolk, VA |

Feb 2005 – Sep 2013

Information Technology Director, Client Services

- Led 12 IT staff members, managing the Client Services Help Desk and student computer labs.
- Served as project manager for Ellucian Colleague ERP initiatives, driving successful implementations.

Advanced Technology Systems | Norfolk, VA |

Apr 2002 – Feb 2005

Systems Analyst (Consultant)

- Supported Norfolk State University's Ellucian Colleague ERP as lead analyst, enhancing stakeholder workflows.

**College of Southern Maryland | La Plata, MD |
Programmer Analyst**

Mar 2000 – Jan 2002

- Performed systems analysis and programming for Ellucian Colleague ERP, supporting stakeholder needs.

**Anne Arundel County Public Schools | Annapolis, MD |
Programmer Analyst**

Nov 1990 – May 1999

- Developed mainframe applications for payroll, HR, and student systems using COBOL, CICS, JCL, and VSAM in a VSE environment.

**Comptroller of the Treasury | Annapolis, MD |
Programmer Analyst**

Jun 1988 – Nov 1990

- Supported Maryland State Income Tax processing with COBOL, JCL, VSAM, and IBM Utilities in an MVS TSO/ISPF environment.

**Lewis Direct | Baltimore, MD |
Programmer Analyst**

Jun 1987 – Jun 1988

- Developed COBOL programs for direct mail advertising systems.

**Chesapeake College | Wye Mills, MD |
Systems Analyst / Programming Specialist**

Mar 1986 – Sep 1986

- Programmed COBOL applications for student information and payroll systems, supporting stakeholders.

Professional Assessments:

- Keirsey Temperament: ESTJ (Guardian Supervisor)
- Clifton Strengths Top 5: Responsibility, Belief, Communication, Analytical, Arranger



French D. Mackes, Jr.

References:

Supervisor at WV DOT during 2022 - 2023:

Dr. Yueming Wu, Information Technology Director
West Virginia Department of Transportation
(304) 414-6947 Work
(304) 356-0509 Mobile
Yueming.Wu@wv.gov

Supervisor at Alexander Technology Group (Client was Southern New Hampshire University) during 2023:

Ken Kochien, IT Manager
Southern New Hampshire University
(603) 626-9100 Work
(603) 254-6917 Mobile
K.Kochien@snhu.edu



Ravishankar Mangalampalli

Professional Summary

Sr. IBM Mainframe Application developer, with 20+ years of hands-on experience in application development. Extensive experience in the **IT industry**, involved with full project life cycle, complete Software Development Life Cycle **SDLC**.

Major Strengths:

- Strong technical and business experience in **Banking, Healthcare, Insurance** and **State Welfare** projects like State of New Hampshire, State of Oregon, State of Wisconsin and State of Missouri and State of West Virginia (**Integrated Eligibility /Modernization**)
- Worked as Onsite / Offsite / offshore coordinator.
- Worked as Senior Systems Analyst, Information Analyst, and Programmer Analyst.
- Posses' good interpersonal skills keen understanding of fundamental business processes and shall be able to determine existing and future information needs of any large multi-location organizations.
- Proficient in **Technical writing** (preparing **Technical specifications** (HLD)) and **Program specifications** (LLD))
- Having good domain knowledge in Healthcare, State Welfare programs, Insurance, Manufacturing, Retail, Banking, Investments Banking, and Securities and Trading sectors.
- Excellent experience in all phases of Software Development Life Cycle (SDLC) such as development of software requirement specifications, software design specifications, coding the tasks, testing the components, integrating the modules and deploying the applications.
- Ability to **multi-task** work across different applications. Diverse work experience with different functionalities of the application, with **Development** and **Production Support** projects.
- Hands on experience on technologies such as **IBM Mainframes, TSO/ISPF, COBOL, JCL, DB2, MVS, VSAM, CICS, IMS DB/DC, EASYTRIEVE, Java Script, JAVA, .NET, File-Aid, ENDEVOR, CHANGEMAN, ELIPS, VISIO, PANVALET, XPEDITER, Syncsort, IBM-Debugger, CA-INTERTEST, CONTROL-M, CA-VIEW, SDSF, CICS OMEGANON, BMC, DB2-PLATINUM, SPUFI, QMF, File Manager, MQ-Series, VA-Gen, Cool Gen(CA Gen), XML, Lotus Notes, Web Focus Reporting, Test Director, Quality Center** skills.
- Proficient in obtaining project requirements from user and manager, formulating the requirements into **design specs**, preparing **system specs**, assigning tasks to team members, and tracking project progress.
- In-depth knowledge of quality processes such as SEI-CMMI and quality procedures to comply audit requirements.
- Experience in 24x7 Production support, and experience in Incident, Problem and change management process.
- Good experience in project planning, scheduling, estimation, resource and work allocation, risk identification and mitigation plan, product delivery and communication.
- Excellent Client Management, Experienced in building effective winning/successful relationships

with both customers and development/testing/support teams.

- Efficient in listing issues with Line Managers and Project management teams.
- Working closely with support teams and deployment of the applications and providing necessary handover to support teams during pre-post production implementations.
- Experience in various stages of Project Management life cycle (PMI methodologies) in order to ensure that deliverables, deadlines, quality standards and client expectations are met.
- Handled multiple projects simultaneously, Capable of multi-tasking and working in highly tight project deadlines and executing duties while being observed by customer and user communities.
- Experience in defect analysis, tracking and defect closure of the applications using Test Director and Quality center.
- Proficient in Application performance and tuning.

Professional Experience

DHHR RAPIDS – State of West Virginia, Charleston, WV

Jul 2019 – Current

Sr. Programmer Analyst

RAPIDS is automated mainframe computer system used to determine eligibility for individual/families. And RAPIDS is West Virginia's major welfare reform and public assistance programs using EDBC including SNAP, Medical Assistance (including, Childless Adults, Family Care and Senior Care) and Child Care , WV Works (W2)/TANF. RAPIDS Client Notices integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.

The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports using ETL Tools and Client Notices/Letters using ADOBE rather than mainframe reports and currently going /changing from Legacy to modernized system or called as **Integrated eligibility System (IES)**.

Responsibilities:

As a Team Lead responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assisting in preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Assisting ADOBE team for developing new templates as needed by Web from mainframe for the Notices and Letters.
- Assisting ADOBE team to create/update Notice & Letter changes.

- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in **IBM-MAINFRAMES,Z/OS,TSO/ISPF,VS COBOL II, JCL, DB2, Platinum and migrating them to higher regions .**
- Handling Help Desk application issues ticket, raised in ATS (Application tracking tool) by end user based on severity.
- Synchronizing all regions PCR's/Tickets, Unit and System while migration change from lower region to higher regions.
- Preparing and assisting in writing queries using SQL to extract data from various Database tables for reporting purpose
- Handling Ad-Hoc Report Requests.
- Handling Client Notices subsystem as a part of Team lead.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF,VS COBOL II, JCL, Sync sort, DB2, DB2 Stored Procedure, Platinum, **IMS DC**, Platinum, **TELON** and STAR Tool to Browse/edit datasets ,HTML, XML, FTP, CNTL-M ,Web Services, Informatica , MDM, **ATS, Service Now.**

**Land's End Dodgeville, Wisconsin
Sr. Programmer Analyst**

Jan,2019 to Jun,2019

Lands' End is an American clothing and home decor retailer founded in 1963 and based in Dodgeville, Wisconsin, that specializes in casual clothing, luggage, and home furnishings. The majority of the company's business is conducted through mail order and Internetsales, but the company also has retail stores, primarily in the Upper Midwest, along with international shops in the UK, Germany, Japan, France and Austria. From 2002 to 2014, Lands' End was a subsidiary of Sears Holdings.

Responsibilities:

As a Senior Programmer responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Proposing fixes for the Ticket's that was raised by client and recovery steps according to priority levels.
- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in **IBM-MAINFRAMES,Z/OS,TSO/ISPF, COBOL II, JCL, DB2, Platinum ,CICS ,EZtrieve and migrating them to higher regions .**
- Handling Ad-Hoc Report Requests.

- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF,VS COBOL II, JCL, Syncsort, DB2, DB2 Stored Procedure, Platinum, CICS, EZTrieve Endeavor , SAV and File Aid to Browse/edit datasets ,HTML, XML, FTP, ,MOVEIT, OPSWISE ,Web Services, MDM, ,Salesforce ,JIRA, Service Now.

DHHR RAPIDS – State of West Virginia, Charleston, WV Sr. Programmer Analyst

May 2016 – Jan 2019

RAPIDS is automated mainframe computer system used to determine eligibility for individual/families. And RAPIDS is West Virginia's major welfare reform and public assistance programs using EDBC including SNAP, Medical Assistance (including, Childless Adults, Family Care and Senior Care) and Child Care , WV Works (W2)/TANF. RAPIDS Client Notices integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.

The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports using ETL Tools and Client Notices/Letters using ADOBE rather than mainframe reports and currently going /changing from Legacy to modernized system or called as Integrated **eligibility**.

Responsibilities:

As a Team Lead responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assisting in preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Assisting ADOBE team for developing new templates as needed by Web from mainframe for the Notices and Letters.
- Assisting ADOBE team to create/update Notice & Letter changes.
- Writing Design and assisting in writing test Cases and documenting for each bug fixed.
- Responsible for coding new developments in **IBM-MAINFRAMES,Z/OS,TSO/ISPF,VS COBOL II, JCL, DB2, Platinum and migrating them to higher regions .**
- Handling Help Desk application issues ticket, raised in ATS (Application tracking tool) by end user

based on severity.

- Synchronizing all regions PCR's/Tickets, Unit and System while migration change from lower region to higher regions.
- Preparing and assisting in writing queries using SQL to extract data from various Database tables for reporting purpose
- Handling Ad-Hoc Report Requests.
- Handling Client Notices subsystem as a part of Team lead.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS architecture, TSO/ISPF, VS COBOL II, JCL, Sync sort, DB2, DB2 Stored Procedure, Platinum, **IMS DC**, Platinum, **TELON** and STAR Tool to Browse/edit datasets ,HTML, XML, FTP, CNTL-M ,Web Services, Informatica , MDM, **ATS**, **Service Now**.

FAST TRACK (Team Millennium) – Thomson Reuters Brookfield, WI Feb 2016 – Apr 2016

Programmer Analyst

Thomson Reuters provides professionals with the intelligence, technology and human expertise they need to find trusted answers.

It enable professionals in the financial and risk, legal, tax and accounting, intellectual property and science and media markets to make the decisions that matter most, all powered by the world's most trusted news organization.

Responsibilities:

As a Programmer Analyst responsible for:

- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Assist the Product Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Responsible for coding new developments in **COBOL II, JCL, DB2, CICS, Platinum and File-Aid** , and migrating them **using Changeman**.
- Coding, Unit Testing, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in **Remedy** (tracking tool) by end user based on severity.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance

to achieving business objectives.

- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.

Technical Environment: Mainframe Z/OS series architecture, TSO/ISPF VS COBOL II, JCL, DB2, MAPR, Platinum, Changeman, CICS, File-Aid, Java, .NET,HTML,BL Server and Web Services, Microsoft Office, Remedy

FAMIS,FACES - DSS , Jefferson City-MO

Jul 2014 – Feb 2016

Sr. Programmer Analyst

FACES and FAMIS applications are Missouri state welfare projects. The child support program responsibilities include locating parents, establishing paternity, establishing child and medical support orders, monitoring and enforcing compliance with child and medical support orders, reviewing and initiating modification of support orders and distributing support collections.

The Division of Youth Services (DYS) is the state agency charged with the care and treatment of delinquent youth committed to its custody by one of the 45 Missouri juvenile courts. DYS programs are established to provide the mandated services in the Revised Statutes of the state of Missouri. These services include assessment, care and treatment, and education of all youth committed to its care. Toward this end, DYS operates treatment programs ranging from non-residential day treatment centers through secure residential institutions. Additionally, DYS administers the Interstate Compact on Juveniles, operates an accredited school program, and maintains a statewide statistical database of juvenile court referrals. DYS is administratively organized into one central office and five regional offices.

Responsibilities:

As a Sr. Programmer Analyst responsible for:

- Conduct JAD to review the business document with a team of business end users, application developers and technical analysts.
- Modifying Business requirements into Technical specs and to coordinate with developers.
- Preparing Program specs based on Technical specs.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority using ELIPS levels.
- Assist the Product Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Responsible for coding new developments in **IBM-MAINFRAMES,Z/OS,TSO/ISPF,COBOL , JCL, DB2, Cool Gen,Platinum and File-Aid ,Omegamon** and migrating them.
- Coding, Unit Testing, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in JIRA (tracking tool) by end user based on severity.
- Writing queries using SPUFI to extract data from various DB2 tables for reporting purpose
- Generating Reports using **Web Focus /Report caster / Managed Care & AFP.**
- Reviewing programs for QA and Testing.
- utilizing in-depth knowledge of technological alternatives and business system requirements to

recommend innovations that enhance and/or provide a competitive advantage to the organization.

- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Involved in creating mock ups for the new screens to be **built using Java**.
- Involved in Building **.NET based database pages**.
- Worked on Web database retrieval /updates **using Toad**.
- Worked on IVR, TA Diversion amount validation & calculation, Tier-3 changes.
- Supports Pre & Post implementation support for new/enhancements of the software products.

Technical Environment: Mainframe Z series architecture, VS COBOL II, JCL, Syncsort, DB2, Cool Gen, Platinum, ELIPS, CICS, Webfocus/ Report Caster/ Managed Care, File-Aid, SAS, Java, .NET, HTML and Web Services, Microsoft Office, Visual Studio, VB.NET, ASP.NET, TOAD, **JIRA**.

CARES - DHS (State of Wisconsin) Madison, WI

May 2010 – May 2014

Sr. Programmer Analyst

CARES (Client Assistance for Reemployment and Economic Support) is automated mainframe computer system used to determine eligibility for a number of Wisconsin's major welfare reform and public assistance programs using EDBC including Food stamp, Medical Assistance (including Badger Care Plus, Childless Adults, Family Care and Senior Care) and Child Care, Wisconsin Works (W-2). CARES, **Client Notices** integrates the policy needs of multiple programs into one comprehensive automated system that share functionality and data related to application and eligibility determination for assistance, issuance of benefits, provision of services, and case management.

The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports rather than mainframe reports. **Played a key role** in some of the **modules in Client Notices like Verification check list, verification check list re-design & Consortia changes**.

Responsibilities:

As a Sr. Programmer Analyst responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Preparing Business Logic Diagrams (BLD's) for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Worked closely with the XPression(WEB) team for developing new XML tags as needed by Web from mainframe for the Notices and Letters.
- Coordinated with XPression team to create/update Notice & Letter changes.
- Writing Design and Test Cases documents for each bug fixed.

- Production support to DHS system on periodical basis.
- Responsible for coding new developments in **VS COBOL II, JCL, DB2, Platinum and File-Aid and migrating them using CHANGEMAN.**
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in CATS (tracking tool) by end user based on severity.
- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- Writing queries using SPUFI to extract data from various DB2 Views for reporting purpose
- Handling Ad-Hoc Report Requests.
- Preparing, transferring, handling of XML data (set/s) using FTP to Xpression team for further process.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.
- Supported Production reports using EOS Reports utility.

Technical Environment: Mainframe Z /OSseries architecture,TSO/ISPF, VS COBOL II, JCL, Syncsort, DB2,DB2 Stored Procedure, Platinum, **IMS DC**, Platinum, Changeman, **TELON** and File-Aid, JAVA2.0, RAD, Merant, JSP, Java Bean, JavaScript, Servlets, EJB, HTML, XML, FTP, Web Services.

SPD (Seniors and Peoples with Disability), DHS, State of Oregon Jan 2010 – Apr 2010

Sr. Programmer Analyst

DHS is welfare system for the state of Oregon that automates: Eligibility Determination, Benefit Calculation (EDBC), Benefit Issuance, Benefit Recovery, and Employment & Training for the Temporary Assistance for Needy Families (TANF), State Adult Cash Programs, food Stamps, Child Care, Foster Care, Adoption Subsidy and Medical Assistance and SPD Programs.

The system also interfaces with MMIS, Managed Care, Electronic Funds Transfer (EFT), and Electronic Benefits Transfer (EBT). The system also provides an automated facility for the administration of various public assistance programs and supports the information needs at the office and State level. The system was enhanced to deliver various stakeholder needs in the form of the Electronic Reports rather than mainframe reports.

Responsibilities:

As a Sr. IT Consultant responsible for:

- Requirements gathering for the enhancements requested by Client.
- Conversion of gathered new business & functional requirements into software requirement specifications by meeting IT strategies and comply with Organization's architectural standards.
- Proposing fixes for the PCR's that was raised by workers and recovery steps **using COBOL, DB2,**

JCL, and CICS.

- Developing Design documents for PCR's.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Assist the documentation team in preparing user guide.
- Writing Design and Test Cases documents for each bug fixed.
- Responsible for coding new developments in COBOL, DB2, JCL, CICS and migrating them using **PANVALET and Visual Source Safe.**
- Responsible for Testing online programs and batch programs using IBM Debugger.
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- Handling Help Desk application issues ticket, raised in PMTS tool by end user based on severity.
- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- Writing queries using SPUFI to extract data from various DB2 Views for reporting purpose
- Handling Ad-Hoc Report Requests.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.

Technical Environment: Mainframe Z /OS series architecture, TSO/ISPF, COBOL, CICS, JCL, DB2, SPUFI, VSAM, Syncsort, File-Aid, File-Manager, PANVALET, IBM-Debugger, FTP.

Medicare Common Membership, Kaiser Permanente, Portland, OR

Mar 2008 – Nov 2009

Sr. Programmer Analyst

Kaiser Permanente is one of the top-10 Health care Insurance Company in the USA. Common Membership System (CM) is one of the IT applications which maintain the information about Kaiser Permanente members. CM is the membership administration platform serving 5 different regions (Northwest, Ohio, Colorado, Georgia and Hawaii) and is used for collecting profile/personal information from members, processing and maintaining membership information and calculation of membership benefits. The system also includes a billing component that interfaces with other enterprise systems such as Claims Processing, Accounts Payable, Accounts Receivable, Document Management and Printing Systems.

It also process MSP (Medicare Secondary Payer) individuals by looking into their Part-D information and verifying the details which satisfies the criteria.

Responsibilities:

As a Sr. IT Analyst, was responsible for:

- Studying and analyzing the business enhancements.
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.

- Preparing Design specification, program specification documents.
- Helping other Team members for their technical issues.
- Design and Development, **Coding using COBOL, CICS, VA-Gen, VSAM, JCL**
- Testing - Unit Testing & Integration Testing
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: IBM-MAINFRAMES,Z/OS,TSO/ISPF,COBOL,DB2,STORED
PROCEURE,PLATINUM,CICS,JCL, Expeditor, File-AID, Syncsort, VA-Gen, VSAM, CONNECT DIRECT

New Heights (DHHS, State of New Hampshire) , Concord, NH May 2006 – Mar 2008

Sr. Programmer Analyst

New HEIGHTS (New Hampshire Empowering Individuals to Get Help Transitioning to Self-sufficiency) is a Benefit system that automates the Federal, State's Department of Health and Human Services (DHHS).

DHSS is the largest state agency, which provides services in the areas of public health, social services, substance abuse and mental health, child support, developmental disabilities, long term care, visual impairment, and aging and adults with physical disabilities. The DCIS II Delaware client information System is the Welfare management system which has the following major applications.

Client registration: CR is the application used for registering a new case in the DCIS II system. This collects basic information of clients.

Application Entry: AE is the application used to collect the data of each individual in a case that will be used later by the SFU/EDBC applications for eligibility determination and benefit calculations.

SFU/EDBC: SFU is the application that will build different types of assistance groups for the individuals in a case based on the data provided by the AE application. The EDBC application will determine the eligibility and calculate the benefits for the individuals in the assistance groups build by the SFU application. The EDBC can either deny or approve the benefits based on the individual's details like resource, employment, income etc.

Responsibilities:

As a Sr. Programmer Analyst responsible for:

- Requirements gathering for the enhancements requested by Client.
- Preparation of Impact Analysis for the new changes/enhancements requested by client.
- Preparing **Business Logic Diagrams (BLD's)** for the gathered requirements for new changes/enhancements.
- Proposing fixes for the PCR's that was raised by workers and recovery steps according to priority levels.
- Assist the Product Tech Support team in handling customer escalation tickets.
- Writing Design and Test Cases documents for each bug fixed.
- Production support to DHHS system on periodical basis.
- Responsible for coding new developments in **VS COBOL II, JCL, DB2, File Manager and migrating them using ENDEVOR.**
- Coding, Unit Test Plans, Unit Test Results, Functional testing & Regression Testing
- **Handling Help Desk application issues ticket, raised in CATS** (tracking tool) by end user based on *severity*.

- Synchronizing all regions PCR's, Unit and System while migration change from lower region to Acceptance.
- **Writing queries using SPUFI to extract data from various DB2 Views** for reporting purpose
- Handling Ad-Hoc Report Requests.
- Reviewing programs for QA and Testing.
- Utilizing in-depth knowledge of technological alternatives and business system requirements to recommend innovations that enhance and/or provide a competitive advantage to the organization.
- Provides feedback and technical guidance to project managers on issues of critical importance to achieving business objectives.
- Responsible for Defect logging, tracking and management.
- Conduct the Root Cause Analysis meetings based on the defects logged during testing the applications and providing Permanent Solutions.
- Supports Pre & Post implementation testing for new/enhancements of the software products.

Technical Environment: Mainframe Z/OS series architecture,TSO/ISPF, VS COBOL II, JCL,DB2, **IMS DC, Platinum, ENDEVOR** ,File Manager, Syncsort & JAVA, JavaScript, Servlets, EJB, HTML, XML, FTP, **POWER BUILDER, INTERTEST**

Enterprise Cobol Conversion (CSX), Jacksonville, FL

Jan 2006 – Apr 2006

Sr. Programmer Analyst

Enterprise Cobol Conversion - This project deals with conversion of OS/VS Cobol and Cobol-II to Enterprise Cobol using MHTRAN. The main purpose this conversion is, to prepare compatible programs to support and to execute new version of CICS transaction server and DB2.

Responsibilities:

As a Technical Team Member, was responsible for:

- Analysis of the specifications provided by the clients
- Design and Development, Coding using COBOL, VSAM, JCL
- Testing - Unit Testing & Integration Testing
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: COBOL, JCL, Expeditor, File-AID, Syncsort, Endevor, Zeke, VSAM, MS-Office, MHTRAN

Topup(DBS, Singapore)

Jan 2004 – Sep 2005

Application Programmer

Current Account System is the heart of DBS. There are 3 types of accounts are there in CAS, one is Current, automatic and PosB. Data comes from the different systems to the CAS. So, it has to be processed by applying the Business logic, processed data to be send to respected systems and reports are generated as per the requirement. Files are generated during batch run, and kept for next day, data to be sending to other systems using connect direct method and kept on EOS for end user availability.

Responsibilities:

As an Application Programmer , was responsible for:

- Studying and analyzing the business enhancements.
- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Helping other Team members for their technical issues.
- Design and Development, **Coding using COBOL, CICS, DB2, VSAM, JCL**
- Responsible for **developing new screens using CICS BMS Macros and SDF Tool**.
- Responsible to generate **reports using Eztrieve/COBOL**.
- Testing - Unit Testing & Integration Testing
- Responsible for Impact Analysis, Changing the Programs & Copy members
- Responsible for overseeing the Quality procedures related to the project.

Technical Environment: COBOL, JCL, CICS, MQ-Series, Expeditor, File-AID, DB2, Syncsort, Changeman, INFOMAN, VSAM, MS-Office, MS-Project and OS/390, VISIO, EZ-Trieve, Connect Direct

Historical Ratings Data (Dunn & Bradstreet)**May 2002 – Dec 2003****Programmer**

It collects various categories of data (basic, infrastructure, managerial, financial performance, share market, legal and personnel) about almost all companies in Europe. Companies or individuals requiring information about a company, approach D&B. D&B registers this client by assigning a unique code (DUNS) and starts providing relevant information.

Responsibilities:

As a Programmer, was responsible for:

- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Responsibility for maintaining the legacy system as a key member.
- Responsibilities for coding new intermediate applications.
- Responsibilities for testing the developed / changed applications in test environment and moving them into production environment after all the ISO standards formalities.

Technical Environment: COBOL, JCL, DB2, Endevor and OS/390.

Modernized Business System (Prudential)**Mar 2001 – Apr 2002****Programmer**

Modernized New Business System is a support division in Prudential that assists the various businesses unites with system enhancements. The main functions within this system are Underwriting, Express Commissions and Policy Output. The underwriting process includes acquiring client information, evaluating the risk of the applicant, ordering of medical exams for the prospective customer, verifying medical and credit history, etc. The underwriting role becomes the key to whether the application for insurance is accepted or rejected.

Responsibilities:

As a Programmer, was responsible for:

- Analysis of the specifications provided by the clients
- Interacting with the Business Users for clarifications and requirements.
- Responsibility for maintaining the legacy system as a key member.
- Responsibilities for coding new intermediate applications.
- Responsibilities for testing the developed / changed applications in test environment and moving them into production environment after all the ISO standards formalities.

Technical Environment: COBOL, JCL, DB2, Changeman and OS/390.

Technical Skills

Extensive knowledge of IBM Mainframes, COBOL, JCL, DB2, VSAM, CICS, Power Builder, IMS DB/DC, EASYTRIEVE, JAVASCRIPT, CA Gen, VA-Gen, WEB FOCUS(Report caster), ENDEVOR, CHANGEMAN, TELON, PANVALET, ELIPS, XPEDITER, IBM-Debugger, CA-INTERTEST, CA-7, ISPF, CONTROL-M, SDSF, DB2-PLATINUM, TOAD, SPUFI, QMF, FILE-AID, File Manager, MQ-Series, XML, MS-Project, Lotus Notes, Test Director, DB2 STORED PROCEDURE, Quality center, MS-WORD, MS-XL, VISIO, FTP, NDM, CONNECT DIRECT, VB.NET, ASP.NET

Education

- Bachelor of Engineering



Ravishankar Mangalampalli

References:

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Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Info Technology

Proc Folder: 1698045			Reason for Modification: ADDENDUM NO_1 Vendor Questions and Responses REVISED Specifications
Doc Description: Mainframe Application Programmer Technical Staffing Services			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2025-09-03	2025-09-11 13:30	CRFQ 0802 DMV2600000001	2

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code: VS0000049950
Vendor Name : Optima Global Solutions, Inc.
Address : 3705 Suite 214
Street : Quakerbridge Road
City : Hamilton
State : NJ **Country :** United States **Zip :** 08619
Principal Contact : Pramod Yadav
Vendor Contact Phone: (609) 586-8811 **Extension:** 16

FOR INFORMATION CONTACT THE BUYER

John W Estep
304-558-2566
john.w.estep@wv.gov

**Vendor
Signature X**

DocuSigned by:
Pramod Yadav
6047FCD6E284454...

FEIN# 22-3818114

DATE 9/8/2025

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION
ADDENDUM NO_1 Addendum No_1 issued to publish and distribute the attached information to the Vendor Community REQUEST FOR QUOTATION: The West Virginia Purchasing Division is soliciting bids on behalf of WV Division of Motor Vehicles (WV DMV) to establish a contract for technical mainframe application programmer technical staffing services. This will be an Open-End services contract that will provide the services of Mainframe Application Programmer Analysts All services will be provided at the DMV Headquarters location in Charleston, WV. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO	SHIP TO
DIVISION OF MOTOR VEHICLES 5707 MACCORKLE AVE. S.E., SUITE 200 CHARLESTON WV US	DIVISION OF MOTOR VEHICLES RECEIVING AND PROCESSING 5707 MACCORKLE AVENUE, S.E. SUITE 200 CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Mainframe Application Programmer Technical Staffing Services				

Comm Code	Manufacturer	Specification	Model #
81111600			

Extended Description:
Mainframe Application Programmer Technical Staffing Services. This will be an open-end services contract that will provide the services of mainframe application programmer analysts on an hourly rate basis to provide technical expertise to meet agency needs. These services will be utilized to develop modifications and enhancements to the mainframe computer systems currently utilized by the DMV.

SCHEDULE OF EVENTS		
Line	Event	Event Date
1	Tech Questions due by 10:00am	2025-09-02

	Document Phase	Document Description	Page 3
DMV2600000001	Final	Mainframe Application Programmer Technical Staffing Services	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DMV26*01

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input checked="" type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Optima Global Solutions, Inc.

Company

DocuSigned by:

Pramod Yadav

6047FCD6E284454...

Authorized Signature

9/15/2025

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.